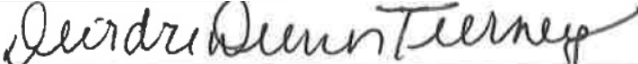


NH Department of Health and Human Services (DHHS)  
Division of Long Term Supports and Services  
Bureau for Family Centered Services

129 Pleasant St.  
Concord, NH 03301

<b>BFCS GENERAL MEMORANDUM (GM)</b>	
<b>DATE:</b>	07/12/2021
<b>TO:</b>	BFCS Staff and Contractors - SMS & PIH Database Users
<b>FROM:</b>	Deirdre Dunn Tierney, Bureau Chief
<b>SIGNATURE:</b>	
<b>SUBJECT:</b>	SMS/PIH Database Support
<b>GM NUMBER:</b>	BFCS-GM-2022-002-DB
<b>EFFECTIVE DATE:</b>	07/15/2021
<b>REGULATORY GUIDANCE:</b>	This memo is a communication tool circulated for informational purposes only. The goal is to provide information and guidance to the individuals to whom it is addressed. The contents of this memo and the information conveyed are subject to change. This communication is not intended to take the place of or alter written law, regulations or rule.

<b>MEMORANDUM SUMMARY</b>
<p>The purpose of this memorandum is to:</p> <ul style="list-style-type: none"> <li>• Update the process for requesting data support</li> <li>• Provide instructions for requesting support.</li> </ul>

This guidance replaces previous version issued 11/09/2020.

ALL requests for SMS/PIH database, account maintenance, connectivity, Crystal Report issues or new requests, requests, and/or NHFIRST batch transfer issues should be emailed to: [bfcs.data.req@dhhs.nh.gov](mailto:bfcs.data.req@dhhs.nh.gov). Program Managers (Heidi & Sue) and/or Administrator(s) will review and choose among the following options:

1. Resolve issue

2. Consider with BFCS Leadership.
3. Approve and forward to DoIT

The process is the same for employees and contracted staff. As always, staff should consult with their peers to try to troubleshoot their issues before requesting data support. It is important that you provide as much information as possible. Be sure to include the following information:

1. A brief description of the problem and attempts made to correct
2. The location of the problem (e.g. PIH entry>Needs and goals tab>)
3. The case number, if applicable
4. What browser and version of the operating system is being used.
5. For contractors, the Agency name and the name and contact information of the contractors' staff
6. For contractors with log on issues, please identify
  - a. Citrix (1<sup>st</sup> log on)
  - b. SMS/PIH (2<sup>nd</sup> log on)

If you call or individually direct email to DoIT staff, they have been instructed to respond only with a PLEASE EMAIL [bfcs.data.req@dhhs.nh.gov](mailto:bfcs.data.req@dhhs.nh.gov).

For employee technology support needs such as Windows password reset, R drive, internet connectivity, etc. continue to use traditional HELPDESK protocol.